

# **State of Alaska FY2003 Governor's Operating Budget**

## **Department of Administration Motor Vehicles BRU/Component Budget Summary**

## **BRU/Component: Motor Vehicles**

(There is only one component in this BRU. To reduce duplicate information, we did not print a separate BRU section.)

**Contact: Mary Marshburn, Director**

**Tel:** (907) 269-5559 **Fax:** (907) 269-6084 **E-mail:** Mary\_Marshburn@admin.state.ak.us

### **Component Mission**

To ensure driver qualification and to record vehicle and boat ownership.

(Differs from CH90, SLA2001).

### **Component Services Provided**

- To make Alaska highways safe for the motoring public by ensuring that only qualified drivers are licensed to drive on our roadways, and by revoking and suspending driver's licenses of drunk drivers, uninsured motorists, and habitual traffic law violators.
- Provide property protection through vehicle titling; collection of motor vehicle revenues for the State; collection and return of personal property taxes to participating municipalities.
- Administer and enforce assigned programs: boat registration, emission inspection, motor voter processes, organ donor, living will, federal heavy vehicle use tax, Child Support Enforcement driver license suspension, and disabled/handicapped parking permits.
- Operate public service offices in all populated areas in the state through venues such as e-commerce, telephony, commission and non-commission agents, and other partnership strategies.

### **Component Goals and Strategies**

#### **PROVIDE EXCEPTIONAL CUSTOMER SERVICE AND PROGRAM DELIVERY**

- Build on technological innovations and establish public-private partnerships to streamline and improve service delivery.
- Encourage the public to conduct a greater volume of simpler transactions via business partners and e-commerce venues such as the Internet and IVR. This allows some redirection of the work force to provide better quality service to those customers with more complex transactions who must come to a DMV office, allowing DMV to offset some increases in workload that are generated by increases in populations and the increased demands for new services and programs.
- Use new innovations in technology to deliver services and explore greater agency interoperability. Through the use of digital imaging technology provide digitized picture driver license and ID cards with expanded and faster information retrieval by law enforcement.
- Convert document processing in rural areas from delayed data entry to a real time transaction process.
- Convert DMV forms, now available on the Internet, to an interactive format. Use electronic signatures when technology becomes practical.

### **Key Component Issues for FY2002 – 2003**

- Federally mandated programs such as the Driver License Agreement, Commercial Driver License program, Driver Privacy Protection Act, National Motor Vehicle Title and Information System, Driver Record Information Verification System and Commercial Vehicle Information System Network have had and will continue to have a monetary impact.
- Electronic tools and partnerships are key to DMV customer service improvements. Additional process automation, including interfaces with other state and federal systems, cannot be done with current level staffing and funding. Partnerships with the private sector necessitate education, training, supply and auditing to ensure accountability for millions of dollars in public funds collected by these outside sources. Partner growth has outstripped the division's

support and accountability infrastructure. Existing resources for this program will be directed to infrastructure and additional resources are necessary. The program will not be expanded until the infrastructure is adequate.

- During FY2003 DMV will continue its review of communities exempt from vehicle registration and mandatory insurance. If the number of community exemptions is reduced, DMV's service area must be extended to include those communities that are no longer exempt. If a significant number of exemptions are eliminated, additional resources will be required.

## Major Component Accomplishments in 2001

### Public / Private Partnerships:

- Finalist in the 2000 Awards for Innovations in American Government from Harvard University's John F. Kennedy School of Government for the Partnership Programs of the Division of Motor Vehicles.
- Expansion of the Division of Motor Vehicles (DMV) partnership program by 20%. The boat registration program will add 489 recognized boat dealers.
- Driver Tests - Commercial driving schools, school districts, school bus contractors, tour companies, and trucking companies have been authorized and trained to administer the road test for drivers getting non-commercial and commercial driver licenses in 12 Alaska municipalities.
- Commercial Tests – Commercial testing in Anchorage is contracted to a private sector company. - Emission Inspection Station Registration - Emission inspection stations have been involved with registration renewal processing since March of 1995. We continue to expand this effort to more vendors.
- Dealer Titling - The Dealer Titling program allows new car dealers to issue titles, registrations, and license plates to their customers when they take delivery of the new car. Trial sites established in FY1999 to allow automobile dealerships to title used vehicles have proven successful, and will be expanded as dealerships establish a pattern of quality through the auditing process.
- Hospitals -Additional hospital partnership (Alaska Native Hospital) to issue disabled placards to patients who qualify prior to leaving the hospital.
- Removed Social Security Number from Driver Licenses and ID Cards
- Implemented changes in Minor-In-Possession Law
- Implemented .08 DWI Laws
- Boat registration program implemented statewide.
- Implemented MADD Victim Memorial Walls in DMV offices.
- Developed and distributed Mature Driver Information brochure.
- Implemented vehicle registration in 3 Alaskan communities.
- Implemented pilot Motorcycle third party tester program
- Upgraded Defensive Driver Course Standards
- Interactive Voice Response (IVR) / Internet Services - DMV developed an IVR system that allows customers to renew vehicle registrations using a touch tone phone and a credit card. The system has a toll free number and is available 24 hours a day, 7 days a week. In addition, registration renewals and personalized/vanity plates can be ordered via the Internet through the DMV Web Page.
- Made DMV forms available for public use via the Internet.
- Establishment of Partnership Auditing to monitor, train and evaluate effectiveness, quality and performance of individual partnerships including security, fiscal responsibilities and public satisfaction.
- Employee Intranet site with information, data resources, business and occupational licensing verification.
- Combined Juneau Driver Licensing and Juneau Field Operations for efficiencies, cross training and public availability.
- Installation of Web Cams in 4 offices in 2000, to assist with better customer distribution and customer convenience in choosing when to visit DMV. Added a web cam in Soldotna in 2001.
- Instituted boat re-registration online and via telephone.
- Consolidated 3 Anchorage DMV facilities to a location closer to population and business centers.
- Established a direct connection for Student Loan Program to DMV database for collection of student loan debt.
- Established pilot online defensive driving program.
- Established direct link to DMV's website from Progressive Insurance, nation's fourth largest private passenger auto insurance underwriter, for their customers' convenient access to DMV information and online re-registration venue.

## Statutory and Regulatory Authority

AS 04	Alcoholic Beverages
AS 28	Vehicle Registration and Title
AS 18	Health, Safety and Housing
AS 21	Insurance
AS 05.25	Boat Registration
2 AAC 70	Boat Registration
13 AAC 08	Driver Licensing and Safety Responsibility
13 AAC 25	Administration and Business and Occupational Regulations
13 AAC 70	Vehicle Registration, Title and Transfer

## Key Performance Measures for FY2003

### Measure:

The number of complaints compared to the number of transactions.  
Sec 20 Ch 90 SLA 2001(HB 250)

### Alaska's Target & Progress:

For FY2001 the ratio of complaints to transactions was 1:10,554. The ratio of compliments to transactions was 1:819.

### Benchmark Comparisons:

We currently have no benchmarks for this performance measure.

### Background and Strategies:

The Division of Motor Vehicles will continue to provide quality and efficient services to its customers.

### Measure:

The average waiting time before a person receives service.  
Sec 20 Ch 90 SLA 2001(HB 250)

### Alaska's Target & Progress:

During FY2001 the average waiting time in all DMV offices is 20.3 minutes.

### Benchmark Comparisons:

We currently have no benchmark data for this performance measure. However, we frequently hear anecdotally that DMV wait times in other states are generally much longer than in Alaska.

### Background and Strategies:

The Division of Motor Vehicles will continue to work at reducing wait times to the absolute minimum that available resources allow.

### Measure:

The number of suspensions of drivers' licenses as compared to the number of crash participants.  
Sec 20 Ch 90 SLA 2001(HB 250)

### Alaska's Target & Progress:

During FY2001 there were 17,905 crash reports filed with 6,158 mandatory insurance or financial responsibility driver license suspensions for a rate of 17.2%. This assumes 2 vehicles per crash with one driver per vehicle.

### Benchmark Comparisons:

We currently have no benchmark information for this performance measure.

### Background and Strategies:

This performance measure does not provide information relative to DMV performance.

**Measure:**

The average cost of each transaction.

Sec Ch 90 SLA 2001(HB 250)

**Alaska's Target & Progress:**

The average cost of each transaction for FY2001 is as follows:

New/Transfer Title	13.85
Title with Lien	14.21
Duplicate/Corrected Title	7.89
Counter Registration Renewal	8.98
Mail Renewal	3.86
Web/IVR Renewal	2.75
Original DL w/o Road Test	22.58
Original DL w/CDL Test	122.18
Original DL w/RoadTest Pass	55.77
Original DL w/MC Test	44.70
DL & ID Renewal	12.62
DL & ID Duplicate	12.62
Original ID Card	15.64

**Benchmark Comparisons:**

We currently have no benchmark information for this performance measure.

**Background and Strategies:**

This performance measure does not provide information relative to DMV performance.

**Measure:**

The percentage of transactions by private partners.

Sec Ch 90 SLA 2001(HB 250)

**Alaska's Target & Progress:**

The percentage of transactions by private partners of DMV for FY2001 is as follows:

## Titles Issued:

Dealers:	9.7%
DMV	90.3%

## Registrations Issued:

Dealers:	5.4%
IM Stations:	12.6%
DMV:	82.0%

## Registration Renewals:

IM:	24.8%
DMV:	75.2% (Web/IVR: 14.6%, In-office 27.4%, Mail: 33.2%)

**Benchmark Comparisons:**

We currently have no benchmark information for this performance measure.

**Background and Strategies:**

The Division of Motor Vehicles will continue to work with private partners to provide the best possible service to Alaskan drivers and vehicle owners.

## Motor Vehicles

### Component Financial Summary

All dollars in thousands

	FY2001 Actuals	FY2002 Authorized	FY2003 Governor
<b>Non-Formula Program:</b>			
<b>Component Expenditures:</b>			
71000 Personal Services	6,920.9	7,222.5	7,459.3
72000 Travel	45.4	75.4	55.4
73000 Contractual	2,483.0	2,251.0	2,218.0
74000 Supplies	203.4	99.1	99.1
75000 Equipment	271.5	61.0	30.0
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
<b>Expenditure Totals</b>	<b>9,924.2</b>	<b>9,709.0</b>	<b>9,861.8</b>
<b>Funding Sources:</b>			
1004 General Fund Receipts	3,963.8	3,717.9	3,788.5
1005 General Fund/Program Receipts	5,317.7	5,554.5	5,636.2
1007 Inter-Agency Receipts	72.4	35.5	36.0
1053 Investment Loss Trust Fund	328.9	0.0	0.0
1156 Receipt Supported Services	241.4	401.1	401.1
<b>Funding Totals</b>	<b>9,924.2</b>	<b>9,709.0</b>	<b>9,861.8</b>

### Estimated Revenue Collections

Description	Master Revenue Account	FY2001 Actuals	FY2002 Authorized	FY2002 Cash Estimate	FY2003 Governor	FY2004 Forecast
<b>Unrestricted Revenues</b>						
Unrestricted Fund	68515	28,759.2	0.0	29,000.0	29,000.0	29,000.0
<b>Unrestricted Total</b>		<b>28,759.2</b>	<b>0.0</b>	<b>29,000.0</b>	<b>29,000.0</b>	<b>29,000.0</b>
<b>Restricted Revenues</b>						
Interagency Receipts	51015	72.4	35.5	35.5	36.0	36.0
General Fund Program Receipts	51060	5,317.7	5,554.5	5,554.5	5,636.2	5,636.2
Receipt Supported Services	51073	241.4	401.1	401.1	401.1	401.1
Investment Loss Trust Fund	51393	328.9	0.0	0.0	0.0	0.0
<b>Restricted Total</b>		<b>5,960.4</b>	<b>5,991.1</b>	<b>5,991.1</b>	<b>6,073.3</b>	<b>6,073.3</b>
<b>Total Estimated Revenues</b>		<b>34,719.6</b>	<b>5,991.1</b>	<b>34,991.1</b>	<b>35,073.3</b>	<b>35,073.3</b>

**Motor Vehicles****Proposed Changes in Levels of Service for FY2003**

- Technology Service Expansion - In 1998 DMV started registration renewal services on the Internet and by phone allowing customers access to DMV services 24 hours a day, 7 days a week. As changes in statute permit, this will be expanded to include other services such as driver license renewals and address changes. With these improvements virtually everyone who has a telephone or Internet access will have direct access to a "virtual DMV office" that never closes. Employees who were previously processing these transactions will be redirected to reducing the waiting lines at the offices.
- Web cams will be expanded to Juneau and Soldotna offices.

**Summary of Component Budget Changes****From FY2002 Authorized to FY2003 Governor***All dollars in thousands*

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
<b>FY2002 Authorized</b>	<b>9,272.4</b>	<b>0.0</b>	<b>436.6</b>	<b>9,709.0</b>
<b>Adjustments which will continue current level of service:</b>				
-Year 3 Labor Costs - Net Change from FY2002	152.3	0.0	0.5	152.8
<b>FY2003 Governor</b>	<b>9,424.7</b>	<b>0.0</b>	<b>437.1</b>	<b>9,861.8</b>

**Motor Vehicles****Personal Services Information**

<b>Authorized Positions</b>		<b>Personal Services Costs</b>		
	<b>FY2002</b>	<b>FY2003</b>		
	<b>Authorized</b>	<b>Governor</b>		
Full-time	149	150	Annual Salaries	5,560,985
Part-time	15	14	COLA	127,616
Nonpermanent	2	0	Premium Pay	0
			Annual Benefits	2,330,776
			<i>Less 6.98% Vacancy Factor</i>	(560,077)
			Lump Sum Premium Pay	0
<b>Totals</b>	<b>166</b>	<b>164</b>	<b>Total Personal Services</b>	<b>7,459,300</b>

**Position Classification Summary**

<b>Job Class Title</b>	<b>Anchorage</b>	<b>Fairbanks</b>	<b>Juneau</b>	<b>Others</b>	<b>Total</b>
Accountant III	1	0	0	0	1
Accounting Clerk I	2	1	0	0	3
Accounting Clerk II	3	0	0	0	3
Accounting Tech I	1	0	0	0	1
Accounting Tech II	1	0	0	0	1
Accounting Tech III	1	0	0	0	1
Administrative Clerk III	4	0	7	0	11
Administrative Manager IV	1	0	0	0	1
Analyst/Programmer IV	4	0	0	0	4
Analyst/Programmer V	1	0	0	0	1
Dep Dir Motor Vehicles	1	0	0	0	1
Division Director	1	0	0	0	1
Driver Imprvmnt Spec	3	0	0	0	3
Driver Licensing Manager	1	0	0	0	1
Driver Services Spvr	0	0	1	0	1
Microfilm Equip Op I	2	0	0	0	2
Micrographic Services Mgr	1	0	0	0	1
Motor Vehicle Cust Svc Rep I	39	9	4	12	64
Motor Vehicle Cust Svc Rep II	17	4	3	13	37
Motor Vehicle Cust Svc Rep III	4	2	1	0	7
Motor Vehicle Off Mgr I	7	0	1	2	10
Motor Vehicle Off Mgr II	1	1	0	0	2
Motor Vehicle Off Mgr III	1	0	0	0	1
Motor Vehicle Registrar	1	0	0	0	1
Procurement Spec I	1	0	0	0	1
Project Asst	1	0	0	0	1
Records & Licensing Spvr	1	0	1	0	2
Supply Technician II	1	0	0	0	1
<b>Totals</b>	<b>102</b>	<b>17</b>	<b>18</b>	<b>27</b>	<b>164</b>